1. Information Dissemination (ID) Organization

GPO's organizational structure, askGPO, How to obtain assistance, and Keeping Current with the Federal Depository Library Program

What's New and Important?

Your first point of contact with U.S. Government Printing Office (GPO) should be through **askGPO** (http://gpo.custhelp.com/cgi-bin/gpo.cfg/php/enduser/ask.php). The **Knowledge Base** (http://www.gpoaccess.gov/help/index.html), a part of askGPO, is a great first stop when seeking an answer to your question about the Federal Depository Library Program (FDLP). There is a special category in the Knowledge Base that contains questions and answers about Federal depository libraries.

GPO's Organizational Structure

The **Executive Leadership Team** (http://www.gpo.gov/management/index.html) for GPO is composed of executive-level managers charged with guiding the federal agency. The Public Printer, with the approval of the Joint Committee on Printing, is responsible for implementation of the Federal Depository Library Program. Additionally, the Public Printer designates certain types of depository libraries as detailed in the **Designation Handbook for Federal Depository Libraries** (http://www.access.gpo.gov/su_docs/fdlp/pubs/desig.html).

[Bruce R. James, Public Printer of the United States](http://www.gpo.gov/management/ppbio.htm), (http://www.gpo.gov/management/ppbio.htm) serves as the Chief Executive Officer of the GPO.

The Managing Director, Information Dissemination (Superintendent of Documents) oversees the policy creation and operations of the FDLP. Information Dissemination at GPO includes the sales program as well as the functions of Library Services and Content Management which acquire, catalog, organize, and disseminate U.S. government publications. Additionally, the Superintendent of Documents designates some types of depository libraries.

[Judith C. Russell, Managing Director, Information Dissemination (Superintendent of Documents)](http://www.gpo.gov/management/russell.htm) (http://www.gpo.gov/management/russell.htm) serves as the Managing Director, Information Dissemination as well as the Superintendent of Documents which oversees all operations of the FDLP.

Within the [Information Dissemination organization](http://www.access.gpo.gov/su_docs/fdlp/tools/contacts.html) (http://www.access.gpo.gov/su_docs/fdlp/tools/contacts.html), the Director, Library Services and Content Management is responsible for the staff supporting the FDLP. In an effort to provide improved, consistent communication with the community, ID has recently issued [ID 76 Policy Statement](#), "Subject: Use of Electronic Postings to Communicate Administrative Information and Announcements to the Federal Depository Community and Others" (http://www.access.gpo.gov/su_docs/fdlp/pubs/policies/id76_02-06-06.pdf). This policy establishes conditions under which postings via various electronic communication mechanisms are used to communicate administrative information and announcements to Federal depository library staff and others with an interest in GPO's information dissemination programs.

askGPO

askGPO (http://www.gpoaccess.gov/help/index.html) is Information Dissemination's (ID) customer relationship management (CRM) and online help system. There are several components to this system: the knowledge base where questions and answers can be searched or browsed; the Ask a Question feature where users submit questions for ID staff to address; the My Account area that is specific to each end-user of the system; and the staff side that is used to answer questions as well as manage and maintain the various components.

In an effort to connect people to high quality information, a searchable online Knowledge Base was created from frequently asked questions. One category of the Knowledge Base is "Federal Depository Libraries" with multiple subcategories that include information about Natural Disasters, Acquisitions, Cataloging, Classification, Depository Designation Status, Depository Management, Distribution, and others.

Questions may be submitted to GPO using the "Ask a Question" tab on this Web form (http://gpo.custhelp.com/cgi-bin/gpo.cfg/php/enduser/ask.php). askGPO routes your question to the appropriate subject matter expert and strives to provide an answer within 24 hours.

How to Obtain Assistance

- Ask a Question (http://gpo.custhelp.com/cgi-bin/gpo.cfg/php/enduser/ask.php) through the contact center

- Telephone 7:00 a.m. - 9:00 p.m. EST, Monday through Friday (except Federal holidays) at:
  DC metro area (202) 512-1800
  Toll-free (866) 512-1800

- Fax (202) 512-2104

- Mailing address
  U.S. Government Printing Office
  Mail Stop: IDCC
  732 N. Capitol Street, NW
  Washington, DC 20401

Keeping Current with the FDLP

Each depository library should have at least one staff member subscribed to the GPO-FDLP-L (http://listserv.access.gpo.gov/scripts/wa.exe?SUBED1=gpo-fdlp-

I&A=1) discussion list to receive important announcements and news about the program. You can search and view the archives (http://listserv.access.gpo.gov/archives/gpo-fdlp-l.html) for the GPO-FDLP-L list. You may also subscribe to the FDLP Desktop News and Updates RSS feed (http://www.gpoaccess.gov/rss/index.html).

Tips, Practical Advice, and Lessons Learned

The Knowledge Base, a part of askGPO, has a wealth of information in a wide variety of topics. The frequently asked questions and answers are organized under the category, Federal depository libraries, into a long list of subcategories. Typical questions in these categories are:

- Natural Disaster issues
- Acquisitions (Will this document be distributed to depository libraries?)
- Cataloging (Is this item cataloged?)
- Classification (Is this the right SuDoc number?)
- Depository Designation & Status (Can my library become a depository?)
- Depository Management (Can I obtain assistance with the biennial survey or annual selection?)
- Digitization (What is the registry of digitization projects?)
- Distribution/Shipments (How can I get assistance with a claim?)

Did you realize that you don't have to …. ?

You don't need to understand the entire GPO organizational structure in order to obtain assistance from the various departments and individuals that support the FDLP. Simply call or e-mail askGPO (http://gpo.custhelp.com/cgi-bin/gpo.cfg/php/enduser/ask.php), and your question will be routed to the appropriate subject matter expert at GPO. GPO staff strives to provide an answer within 24 hours. Others might have similar questions, so your question and our answer may end up in the Knowledge Base to benefit the entire depository community!

Important for Library Administrators

Resources for Federal Depository Library Directors (http://www.access.gpo.gov/su_docs/fdlp/directors/index.html) have been gathered for your use.

A Director's listserv(http://listserv.access.gpo.gov/archives/fdl-directors-l.html) was created exclusively for library directors and administrators.

The **FDLP Desktop News and Updates**
(http://www.access.gpo.gov/su_docs/fdlp/index.html) gathers important
announcements of interest to the FDLP community.

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